



Catalog

# LEARN COURSES



# CONTENTS

<b>Pandemic Response .....</b>	<b>3</b>
General Information: Coronavirus and COVID-19 .....	3
Responding Effectively to Risks .....	3
Assessing Your Organization's Risks .....	3
Managing in a Crisis .....	3
Becoming a Successful Collaborator .....	3
Forging Ahead with Perseverance and Resilience .....	3
Establishing Effective Virtual Teams .....	3
Facing Virtual Team Challenges.....	3
Contributing as a Virtual Team Member .....	3
Leading Teams: Managing Virtual Teams .....	3
<b>Harassment.....</b>	<b>4</b>
Diversity .....	4
Harassment .....	4
<b>Compliance &amp; Legal .....</b>	<b>5</b>
Employment Law .....	5
Ethics .....	6
HR Compliance.....	6
Leaves of Absence .....	6
<b>Environment &amp; Climate.....</b>	<b>6</b>
Environmental Compliance.....	6
Hazard Communications .....	7
Hazardous Waste.....	7
<b>Workplace Safety .....</b>	<b>8</b>
OSHA & General Safety .....	8
Personal Protective Equipment .....	9
Personal Safety.....	9
Transportation.....	10
Workplace Safety.....	12
<b>Human Resources .....</b>	<b>12</b>
Leadership .....	12
People Operations .....	13
Performance Management.....	13
Wellness.....	14
<b>Computer &amp; IT .....</b>	<b>14</b>
Cybersecurity.....	14
<b>Customer Service .....</b>	<b>14</b>
<b>Professional Development .....</b>	<b>14</b>
Meetings .....	14
Workplace Skills .....	15

# Learn Course Catalog

## Pandemic Response

### ► General Information: Coronavirus and COVID-19

Duration: 20 minutes

Target Audience: All Employees

### ► Responding Effectively to Risks

Duration: 25 minutes

Target Audience: HR, Managers

### ► Assessing Your Organization's Risks

Duration: 30 minutes

Target Audience: HR, Managers

### ► Managing in a Crisis

Duration: 20 minutes

Target Audience: HR, Managers

### ► Becoming a Successful Collaborator

Duration: 30 minutes

Target Audience: All Employees

### ► Forging Ahead with Perseverance and Resilience

Duration: 30 minutes

Target Audience: All Employees

### ► Establishing Effective Virtual Teams

Duration: 30 minutes

Target Audience: Managers, All Employees

### ► Facing Virtual Team Challenges

Duration: 25 minutes

Target Audience: Managers

### ► Contributing as a Virtual Team Member

Duration: 20 minutes

Target Audience: All Employees

### ► Leading Teams: Managing Virtual Teams

Duration: 60 minutes

Target Audience: Managers

The Pandemic Response training courses will be available until December, 31 2020 to help employers manage the impacts of COVID-19 on their workplaces.



# Harassment

## Diversity

- ▶ **A Manager's Guide to Diversity, Inclusion, and Accommodation**  
Duration: 30 minutes  
Languages: English  
Target Audience: Managers
- ▶ **Diversity on the Job: The Importance of Diversity and the Changing Workplace**  
Duration: 60 minutes  
Languages: English  
Target Audience: Employees
- ▶ **Global Diversity**  
Duration: 30 minutes  
Languages: English  
Target Audience: Employees
- ▶ **Maintaining a Cohesive Multigenerational Workforce**  
Duration: 25 minutes  
Languages: English  
Target Audience: Managers
- ▶ **Managing Multigenerational Employees**  
Duration: 22 minutes  
Languages: English  
Target Audience: Managers
- ▶ **Managing Workforce Generations: Working with a Multigenerational Team**  
Duration: 60 minutes  
Languages: English  
Target Audience: Managers



## Harassment

- ▶ **Bullying and Hazing on Campus**  
Duration: 35 minutes  
Languages: English  
Target Audience: Employees
- ▶ **Bullying and Violence in the Workplace**  
Duration: 30 minutes  
Languages: English  
Target Audience: Employees
- ▶ **Preventing Harassment in the Global Workplace – Employee Edition ‡**  
Duration: 30 minutes  
Languages: English  
Target Audience: Employees
- ▶ **Preventing Harassment in the Global Workplace – Manager Edition ‡**  
Duration: 30 minutes  
Languages: English  
Target Audience: Managers
- ▶ **Sexual Harassment Prevention for Employees**  
Duration: 30 minutes  
Languages: English / Spanish  
Target Audience: Employees
- ▶ **Title IX for Higher Education**  
Duration: 30 minutes  
Languages: English  
Target Audience: Employees
- ▶ **Workplace Harassment Prevention for Employees, State of California (SB 1343) ‡**  
Duration: 75 minutes  
Languages: English / Spanish  
Target Audience: Employees
- ▶ **Workplace Harassment Prevention for Employees, State of Connecticut ‡**  
Duration: 140 minutes  
Languages: English / Spanish  
Target Audience: Employees
- ▶ **Workplace Harassment Prevention for Employees, State of Delaware ‡**  
Duration: 40 minutes  
Languages: English  
Target Audience: Employees
- ▶ **Workplace Harassment Prevention for Employees, State of Illinois ‡**  
Duration: 55 minutes  
Languages: English  
Target Audience: Employees
- ▶ **Workplace Harassment Prevention for Employees (Restaurant/Bar), State of Illinois ‡**  
Duration: 60 minutes  
Languages: English / Spanish  
Target Audience: Employees





## Harassment *(cont'd)*

### ▶ **Workplace Harassment Prevention for Employees, State of Maine ‡**

Duration: 48 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Workplace Harassment Prevention for Employees, State of New York and NYC ‡**

Duration: 55 minutes  
Languages: English / Spanish  
Target Audience: Employees

### ▶ **Workplace Harassment Prevention for Employees – Version 2.0 (Title VII)**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Workplace Harassment Prevention for Managers – Multi-State Edition, version 2.0 (Title VII)**

Duration: 120 minutes  
Languages: English  
Target Audience: Managers

### ▶ **Workplace Harassment Prevention for Managers, State of California (AB1825/2053/SB1343) ‡**

Duration: 120 minutes  
Languages: English / Spanish  
Target Audience: Managers

### ▶ **Workplace Harassment Prevention for Managers, State of Connecticut ‡**

Duration: 140 minutes  
Languages: English / Spanish  
Target Audience: Managers

### ▶ **Workplace Harassment Prevention for Managers, State of Delaware ‡**

Duration: 80 minutes  
Languages: English  
Target Audience: Managers

### ▶ **Workplace Harassment Prevention for Managers, State of Illinois ‡**

Duration: 90 minutes  
Languages: English  
Target Audience: Managers

### ▶ **Workplace Harassment Prevention for Managers (Restaurant/Bar), State of Illinois ‡**

Duration: 60 minutes  
Languages: English / Spanish  
Target Audience: Managers

### ▶ **Workplace Harassment Prevention for Managers, State of Maine ‡**

Duration: 80 minutes  
Languages: English / Spanish  
Target Audience: Managers

### ▶ **Workplace Harassment Prevention for Managers, State of New York and NYC ‡**

Duration: 80 minutes  
Languages: English / Spanish  
Target Audience: Managers



## Compliance & Legal

### Employment Law

#### ▶ **EEO and Lawful Hiring**

Duration: 30 minutes  
Languages: English  
Target Audience: Managers

#### ▶ **HIPAA for Non-Medical Employers**

Duration: 25 minutes  
Languages: English  
Target Audience: Managers

#### ▶ **HIPAA Privacy Essentials**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

#### ▶ **HIPAA – Privacy Rule for Business Associates**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

#### ▶ **HIPAA – Privacy Rule for Covered Entities**

Duration: 30 minutes  
Languages: English / Spanish  
Target Audience: Employees

#### ▶ **HIPAA – Security Rule for Business Associates**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

#### ▶ **HIPAA – Security Rule for Covered Entities**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

#### ▶ **Privacy and Information Security**

Duration: 60 minutes  
Languages: English / Spanish  
Target Audience: Employees

#### ▶ **Union Awareness**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

#### ▶ **Wage and Hour Awareness for Managers**

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

#### ▶ **Wage and Hour for Employees**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

#### ▶ **Workplace Management: Employment Laws and Regulations**

Duration: 110 minutes  
Languages: English  
Target Audience: Employees



## Ethics

### ► Business Ethics

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Code of Conduct Awareness

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Code of Conduct Awareness – Higher Education Edition

Duration: 15 minutes  
Languages: English  
Target Audience: Employees

### ► Compliance Impact: Business Ethics – Adjusting the Figures

Duration: 6 minutes  
Languages: English  
Target Audience: Employees

### ► Financial Integrity

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Foreign Corrupt Practices Act

Duration: 60 minutes  
Languages: English  
Target Audience: Everyone

### ► Global Conflicts of Interest

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► Integrity in the Workplace

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## HR Compliance

### ► Campus Security Obligations Under Federal Law

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► FERPA for Higher Education

Duration: 30 minutes  
Languages: English  
Target Audience: Employees  
Target Audience: Everyone

### ► Rightful Employment Termination

Duration: 30 minutes  
Languages: English  
Target Audience: Managers

## Leaves of Absence

### ► FMLA Leave and More: An Overview of Legally Protected Leave

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

## Environment & Climate

### Environmental Compliance

#### ► Asbestos †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

#### ► Environmental Regulations Overview †

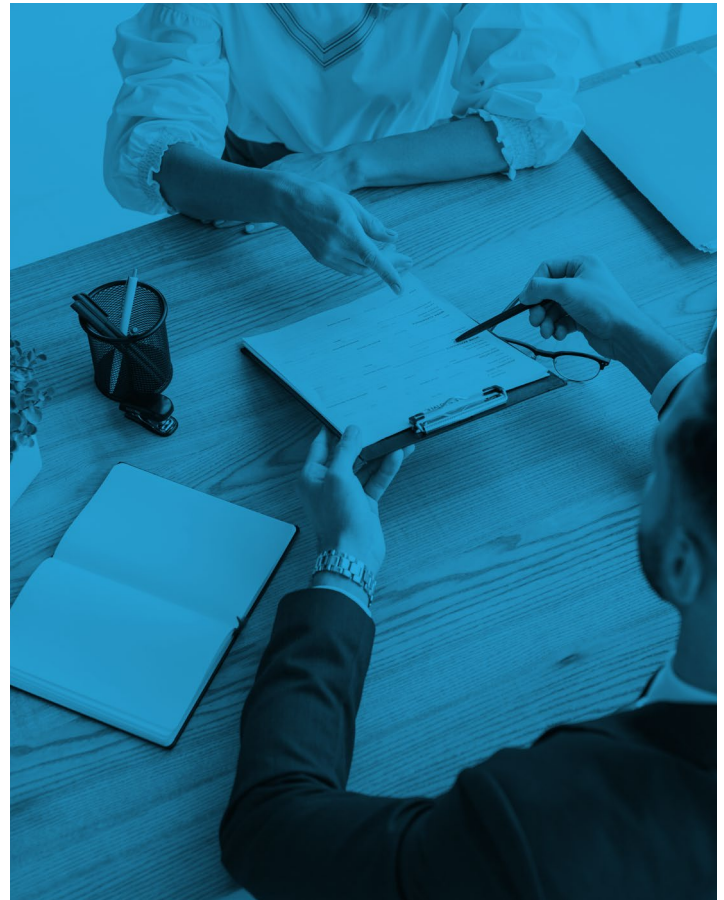
Duration: 30 minutes  
Languages: English  
Target Audience: Employees

#### ► Lead Awareness in Construction †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

#### ► Lead Awareness in General Industry †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees



## Hazard Communications

### ▶ Decontamination (HAZWOPER) †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Emergency Response and Spill Control (HAZWOPER) †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Fire and Explosion Hazards (HAZWOPER) †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Globally Harmonized System of Classification and Labeling of Chemicals (GHS) †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Hazard Communication: An Employee's Right to Know †

Duration: 30 minutes  
Languages: English / Spanish  
Target Audience: Employees

### ▶ Hazard Communication (HAZWOPER) †

Duration: 17 minutes  
Languages: English / Spanish  
Target Audience: Employees

### ▶ Heat and Cold Exposure Management (HAZWOPER) †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Site Safety and Health Plan Procedures (HAZWOPER) †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Toxicology (HAZWOPER) †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees



## Hazardous Waste

### ▶ Biosafety Hazardous Waste Handling and Disposal †

Duration: 35 minutes  
Languages: English  
Target Audience: Employees

### ▶ Hazardous Material Handling and Storage †

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ▶ Hazardous Materials in the Workplace †

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ▶ Hazardous Waste Generator (RCRA) †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Regulatory Overview (HAZWOPER) †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Site Control (HAZWOPER) †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Storm Water Pollution Prevention †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Universal Waste Rule Training †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Waste Minimization and Pollution Prevention for Employees †

Duration: 18 minutes  
Languages: English  
Target Audience: Employees



# Workplace Safety

## OSHA & General Safety

### ▶ Accident Investigation and Reporting †

Duration: 30 minutes  
Languages: English  
Target Audience: Managers

### ▶ Aerial Work Platforms †

Duration: 30 minutes  
Languages: English / Spanish  
Target Audience: Employees

### ▶ Behavior-based Safety for Supervisors †

Duration: 30 minutes  
Languages: English  
Target Audience: Managers

### ▶ Chemical Process Safety †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Chemical Process Safety Management †

Duration: 30 minutes  
Languages: English  
Target Audience: Managers

### ▶ Compressed Gas Safety †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Contractor Safety †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Crane Signaling and Communications †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Electrical Safety †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Global Safety Principles: Indoor Hoisting and Rigging †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Hand and Power Tool Safety †

Duration: 30 minutes  
Languages: English / Spanish  
Target Audience: Employees

### ▶ Hand and Power Tool Safety Impact: Pneumatic Tools †

Duration: 5 minutes  
Languages: English  
Target Audience: Employees

### ▶ Hydrogen Sulfide †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Introduction to Industrial Hygiene †

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ▶ Introduction to OSHA †

Duration: 132 minutes  
Languages: English  
Target Audience: Employees

### ▶ Job Hazard Analysis †

Duration: 30 minutes  
Languages: English  
Target Audience: Managers

### ▶ Lead Awareness in General Industry †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Machine Guarding †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Mold Awareness †

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ▶ NFPA 1600 Disaster/Emergency Management †

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ▶ NFPA 70E Electrical Safety in the Workplace 2015 Edition †

Duration: 120 minutes  
Languages: English  
Target Audience: Employees

### ▶ Office Safety †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ OSHA 300 Recordkeeping †

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ▶ Regulatory Information †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Rigging Equipment and Inspection †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Safety at Work: A Systematic Approach †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Scaffolding and Ladder Safety †

Duration: 40 minutes  
Languages: English  
Target Audience: Employees

### ▶ Scissor Lifts †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Spill Prevention and Control †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Spill Prevention, Control, and Countermeasure Plan †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Trenching and Excavation Safety †

Duration: 25 minutes  
Languages: English  
Target Audience: Employees

### ▶ Warehouse Safety †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Welding, Cutting, and Brazing †

Duration: 15 minutes  
Languages: English  
Target Audience: Employees

### ▶ Workplace Inspections †

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ▶ Workplace Safety Orientation †

Duration: 30 minutes  
Languages: English / Spanish  
Target Audience: Employees

### ▶ Confined Spaces †

Duration: 60 minutes  
Languages: English / Spanish  
Target Audience: Employees

### ▶ Safety Data Sheets †

Duration: 30 minutes  
Languages: English / Spanish  
Target Audience: Employees

### ▶ Slips, Trips and Falls †

Duration: 30 minutes  
Languages: English / Spanish  
Target Audience: Employees





# Personal Protective Equipment

## ► Hearing Conservation †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

## ► Personal Protective Equipment (HAZWOPER) †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

## ► PPE: Eye and Face Protection †

Duration: 30 minutes  
Languages: English / Spanish  
Target Audience: Employees

## ► PPE: Foot and Leg Protection †

Duration: 30 minutes  
Languages: English / Spanish  
Target Audience: Employees

## ► PPE: Hand Protection †

Duration: 30 minutes  
Languages: English / Spanish  
Target Audience: Employees

## ► PPE: Head Protection †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

## ► PPE: Personal Protective Equipment †

Duration: 60 minutes  
Languages: English / Spanish  
Target Audience: Employees

## ► Respiratory Protection †

Duration: 30 minutes  
Languages: English / Spanish  
Target Audience: Employees

## ► Respiratory Protection Impact: Donning and Doffing †

Duration: 4 minutes  
Languages: English  
Target Audience: Employees



# Personal Safety

## ► Back Safety and Injury Prevention †

Duration: 30 minutes  
Languages: English / Spanish  
Target Audience: Employees

## ► Benzene Awareness †

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## ► Bloodborne Pathogen Awareness †

Duration: 60 minutes  
Languages: English / Spanish  
Target Audience: Employees

## ► Cold Stress †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

## ► Electrical Safety †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

## ► Fall Protection †

Duration: 30 minutes  
Languages: English / Spanish  
Target Audience: Employees

## ► Fire Safety and Prevention †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

## ► First Aid: Basic †

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## ► First Aid: Medical Emergencies †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

## ► Flammable Liquids †

Duration: 50 minutes  
Languages: English  
Target Audience: Employees

## Personal Safety *(cont'd)*

### ▶ **Global Safety Principles: Silica in General Industry †**

Duration: 25 minutes  
Languages: English / Spanish  
Target Audience: Employees

### ▶ **Hazards to Outdoor Workers †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Heat Stress Recognition and Prevention †**

Duration: 30 minutes  
Languages: English / Spanish  
Target Audience: Employees

### ▶ **Industrial Ergonomics †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Laboratory Safety †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Ladder Safety 2.0 †**

Duration: 30 minutes  
Languages: English / Spanish  
Target Audience: Employees

### ▶ **Office Ergonomics †**

Duration: 25 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Portable Fire Extinguishers †**

Duration: 30 minutes  
Languages: English / Spanish  
Target Audience: Employees

### ▶ **Workplace Security Awareness †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Distracted Driving †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **DOT 1: Hazardous Materials Table †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **DOT 1: Introduction, Classification, and the Hazardous Materials Table †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **DOT 2: Packaging, Labeling, Marking, and Placarding †**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ▶ **DOT 3: Shipping Papers †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **DOT 4: Loading and Storage †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **DOT: Air Brakes †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **DOT: Drug and Alcohol Awareness †**

Duration: 120 minutes  
Languages: English  
Target Audience: Employees

### ▶ **DOT: Hours of Service †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **DOT: Inspections †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

## Transportation

### ▶ **Accident Procedures Involving Large Vehicles †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Collision Avoidance †**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ **Defensive Driving †**

Duration: 30 minutes  
Languages: English / Spanish  
Target Audience: Employees

### ▶ **Defensive Driving Fundamentals †**

Duration: 60 minutes  
Languages: English / Spanish  
Target Audience: Employees

### ▶ **Defensive Driving: Truck Safety †**

Duration: 180 minutes  
Languages: English  
Target Audience: Employees



## Transportation (cont'd)

### ▶ DOT: Security for Shipment of Hazardous Materials †

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ▶ Emergency Situations While Driving †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Ergonomics and Injury Prevention for Commercial Vehicle Operators †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Flagging Safety †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Flatbed Cargo Securement †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Forklift Operation 1: Safety Inspection and Maintenance †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Forklift Operation 2: Stability and Capacity †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Forklift Operation 3: Load Handling †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Forklift Operation 4: Traveling and Maneuvering †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Forklift Safety Awareness †

Duration: 45 minutes  
Languages: English  
Target Audience: Employees

### ▶ Hazardous Materials: Infectious Materials Transportation by Ground †

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ▶ Hazardous Weather Driving for Commercial Vehicle Operators †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ IATA 1: Hazard Class Identification/Classification †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ IATA 2: Marking and Labeling †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ IATA 3: Packaging †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ IATA 4: Documentation †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ IATA 5: Limitations and Shipment Review †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ IMDG 1: Introduction, General Provisions, and Classifications †

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ▶ IMDG 2: Dangerous Goods List, Special Provisions and Exceptions †

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ▶ IMDG 3: Packaging, Marking, Labeling, Placarding, and Documentation †

Duration: 90 minutes  
Languages: English  
Target Audience: Employees

### ▶ IMDG 4: Loading, Unloading, and Offering Dangerous Goods †

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ▶ Loading Dock Safety †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Negotiating Hazards for Commercial Vehicles

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Packaging Small Quantities †

Duration: 47 minutes  
Languages: English  
Target Audience: Employees

### ▶ Safe Vehicle Backing †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Trailer Coupling and Uncoupling †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Urban Driving †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ US Export Controls †

Duration: 60 minutes  
Languages: English  
Target Audience: Employees



## Workplace Safety

### ▶ Active Shooter

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Active Shooter: Preparation, Warning Signs and Survival

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Emergency and Disaster Preparedness †

Duration: 30 minutes  
Languages: English / Spanish  
Target Audience: Employees

### ▶ Food Allergen Safety †

Duration: 30 minutes  
Languages: English / Spanish  
Target Audience: Employees

### ▶ Food Safety and Handling †

Duration: 60 minutes  
Languages: English  
Target Audience: Everyone

### ▶ Food Service Worker Safety †

Duration: 30 minutes  
Languages: English / Spanish  
Target Audience: Everyone

### ▶ Liquefied Petroleum Gas (LPG) Safety †

Duration: 30 minutes  
Languages: English / Spanish  
Target Audience: Employees

### ▶ Lockout/Tagout †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ▶ Lockout/Tagout for Authorized Persons †

Duration: 90 minutes  
Languages: English / Spanish  
Target Audience: Employees

### ▶ Workplace Safety Orientation †

Duration: 30 minutes  
Languages: English / Spanish  
Target Audience: Employees

### ▶ First Time Manager: Understanding a Manager's Role

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ▶ Leadership Essentials: Motivating Employees

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ▶ Leading Teams: Building Trust and Commitment

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ▶ Leading Teams: Dealing with Conflict

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ▶ Leading Teams: Developing the Team and its Culture

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ▶ Leading Teams: Establishing Goals, Roles, and Guidelines

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ▶ Leading Teams: Managing Virtual Teams

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ▶ Leading Teams: Motivating and Optimizing Performance

Duration: 60 minutes  
Languages: English  
Target Audience: Managers



## Human Resources

### Leadership

#### ▶ Achieve Your Objectives through Effective Delegation

Duration: 25 minutes  
Languages: English  
Target Audience: Managers

#### ▶ Being an Effective Team Member

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

#### ▶ Building and Leading Teams

Duration: 15 minutes  
Languages: English  
Target Audience: Managers





## People Operations

### ▶ **A Manager's Guide to Discipline and Documentation**

Duration: 30 minutes  
Languages: English  
Target Audience: Managers

### ▶ **Compensation and Benefits: Managing Policies, Programs, and Activities**

Duration: 30 minutes  
Languages: English  
Target Audience: Managers

### ▶ **Management of People: Talent Acquisition and Retention**

Duration: 102 minutes  
Languages: English  
Target Audience: Managers

### ▶ **Managing Special Leaves of Absence Situations**

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ▶ **Retaining Your Talent Pool**

Duration: 120 minutes  
Languages: English  
Target Audience: Managers

### ▶ **Rightful Employment Termination**

Duration: 30 minutes  
Languages: English  
Target Audience: Managers

### ▶ **Strategies for Successful Employee Onboarding: Assessing Program Success**

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ▶ **Strategies for Successful Employee Onboarding: Getting Started**

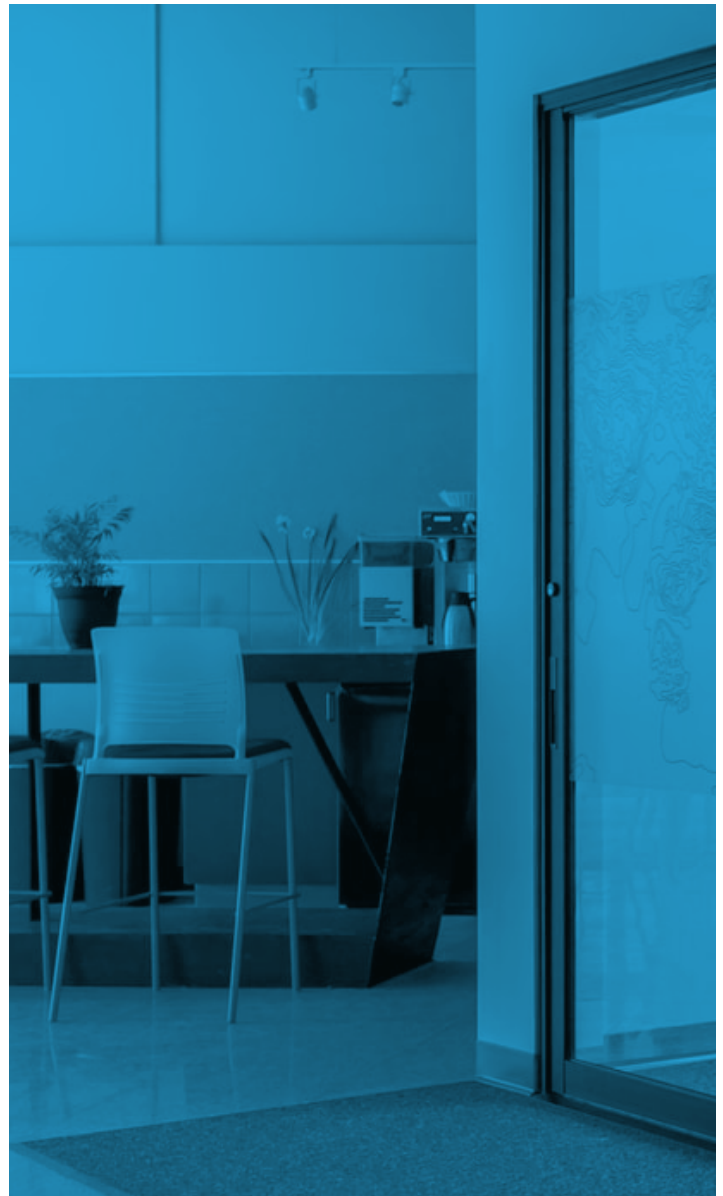
Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ▶ **The Benefits and Challenges of Engaging Employees**

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ▶ **Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies**

Duration: 90 minutes  
Languages: English  
Target Audience: Managers



## Performance Management

### ▶ **Human Resource Development: Performance Appraisal and Talent Management**

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ▶ **Monitoring and Improving Performance**

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ▶ **Performance Appraisal Essentials: 360-degree Appraisals**

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ▶ **Performance Appraisal Essentials: Conducting Traditional Appraisals**

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ▶ **Performance Appraisal Essentials: Planning for Appraisals**

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ▶ **Planning for Performance**

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ▶ **Strategies for Successful Employee Onboarding: An Introduction**

Duration: 60 minutes  
Languages: English  
Target Audience: Managers



## Wellness

### ► Optimizing Your Work/Life Balance: Maintaining Your Life Balance

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Optimizing Your Work/Life Balance: Taking Control of Your Stress

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Pandemic Flu Awareness

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## Computer & IT

## Cybersecurity

### ► Global Cybersecurity Basics

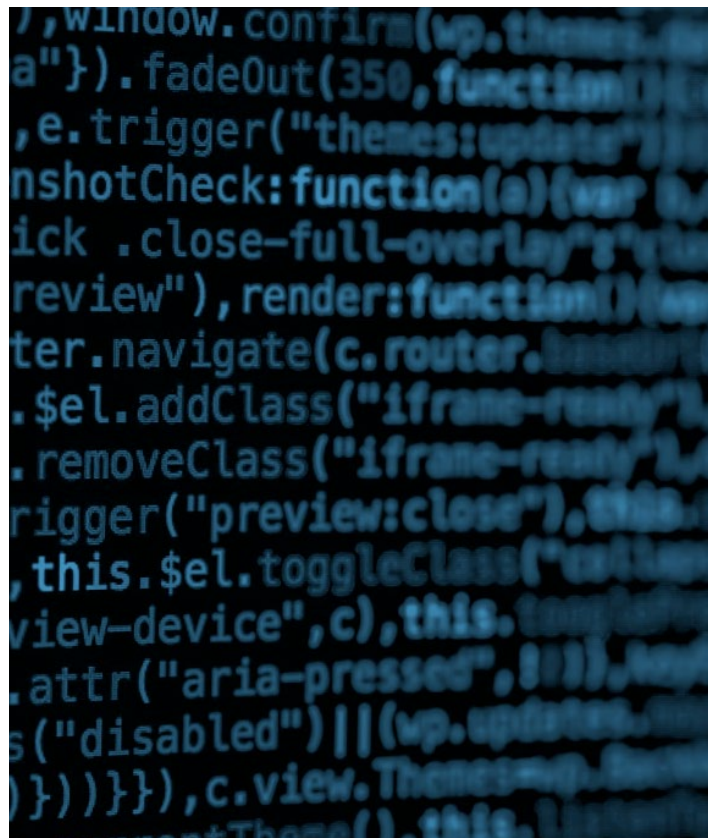
Duration: 12 minutes  
Languages: English  
Target Audience: Everyone

### ► IT Security for End Users: IT Security Fundamentals

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Preventing Identity Theft †

Duration: 30 minutes  
Languages: English  
Target Audience: Employees



## Customer Service

### ► Creating and Sustaining a Customer-focused Organization

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Customer Advocacy: Communicating to Build Trusting Customer Relationships

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Customer-driven Process Improvement: Identifying Customer Needs

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Customer Service Confrontation and Conflict

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Customer Service Fundamentals: Building Rapport in Customer Relationships

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Customer Service over the Phone

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Developing Your Customer Focus

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Essential Skills for Professional Telephone Calls

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Shaping the Direction of Customer Service in Your Organization

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ► The Angry Caller: What's Your Plan?

Duration: 6 minutes  
Languages: English  
Target Audience: Employees

## Professional Development

## Meetings

### ► Dealing with Common Meeting Problems

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Managing Effective Business Meetings

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► Preparing for Effective Business Meetings

Duration: 60 minutes  
Languages: English  
Target Audience: Employee



# Workplace Skills

## ► Are You Listening to Your Customers?

Duration: 6 minutes  
Languages: English  
Target Audience: Employees

## ► Basic Presentation Skills: Creating a Presentation

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## ► Basic Presentation Skills: Delivering a Presentation

Duration: 60 minutes  
Languages: English  
Target Audience: Employee

## ► Basic Presentation Skills: Planning a Presentation

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## ► Business Writing: Editing and Proofreading

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## ► Business Writing: How to Write Clearly and Concisely

Duration: 60 minutes  
Languages: English  
Target Audience: Employee

## ► Business Writing: Know Your Readers and Your Purpose

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## ► Communicating Across Cultures

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## ► Communication Methods that Make Sense and Make Your Point

Duration: 30 minutes  
Languages: English  
Target Audience: Employee

## ► Creating a Compelling Job Description

Duration: 6 minutes  
Languages: English  
Target Audience: Managers

## ► Creating a Positive Attitude

Duration: 120 minutes  
Languages: English  
Target Audience: Employees

## ► Emergency Response in the Workplace

Duration: 45 minutes  
Languages: English  
Target Audience: Employee

## ► Essentials of Interviewing and Hiring: Conducting an Effective Interview

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## ► Getting Results without Direct Authority: Persuasive Communication

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## ► Handling Difficult Conversations Effectively

Duration: 60 minutes  
Languages: English  
Target Audience: Employee

## ► Interpersonal Communication: Being Approachable

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## ► Interpersonal Communication: Communicating Assertively

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## ► Interpersonal Communication: Communicating with Confidence

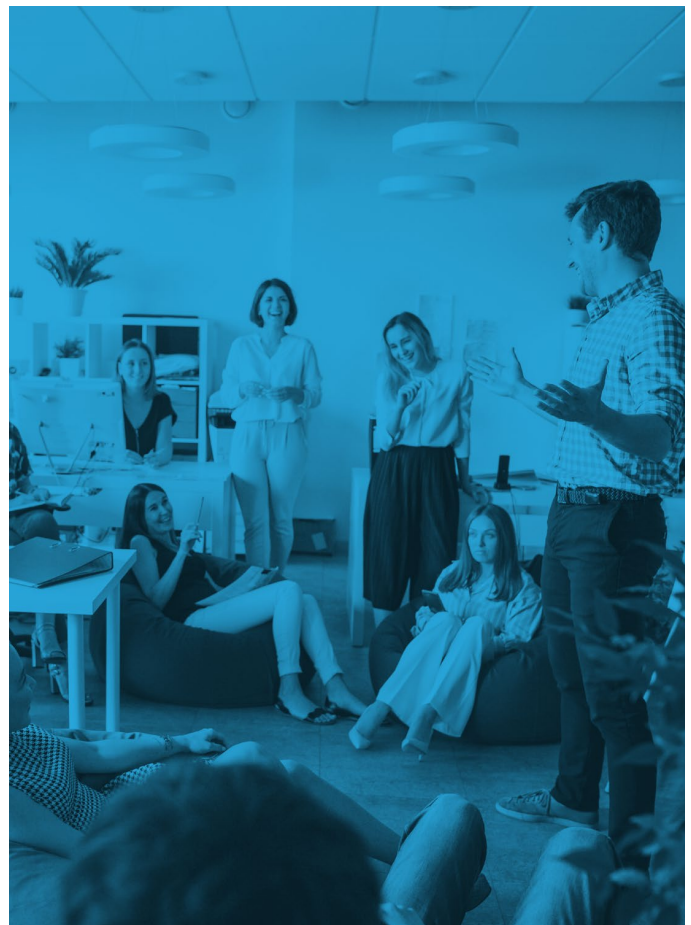
Duration: 60 minutes  
Languages: English  
Target Audience: Employee

## ► Interpersonal Communication: Listening Essentials

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

## ► Interpersonal Communication: Targeting Your Message

Duration: 60 minutes  
Languages: English  
Target Audience: Employee



## Workplace Skills *(cont'd)*

### ► **Interviewing: Doing it Right**

Duration: 30 minutes  
Languages: English  
Target Audience: Managers

### ► **Listening Essentials: Improving Your Listening Skills**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► **Listening Essentials: The Basics of Listening**

Duration: 60 minutes  
Languages: English  
Target Audience: Employee

### ► **Listening to Improve Conversation**

Duration: 6 minutes  
Languages: English  
Target Audience: Employee

### ► **Management Essentials: Confronting Difficult Employee Behavior**

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ► **Management of People: Total Rewards**

Duration: 75 minutes  
Languages: English  
Target Audience: Managers

### ► **Solving Problems: Framing the Problem**

Duration: 30 minutes  
Languages: English  
Target Audience: Employees

### ► **Techniques for Communicating Effectively with Senior Executives**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► **Telecommuting Basics: Communication Strategies for the Remote Employee**

Duration: 60 minutes  
Languages: English  
Target Audience: Employee

### ► **The Internet, Social Media, and Electronic Communication**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► **The Voice of Leadership: Effective Leadership**

Duration: 60 minutes  
Languages: English  
Target Audience: Managers

### ► **Time Management: Analyzing Your Use of Time**

Duration: 60 minutes  
Languages: English  
Target Audience: Employee

### ► **Time Management: Avoiding Time Stealers**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► **Time Management: Planning and Prioritizing Your Time**

Duration: 60 minutes  
Languages: English  
Target Audience: Employee

### ► **Training and Development**

Duration: 120 minutes  
Languages: English  
Target Audience: Managers

### ► **Using E-mail and Instant Messaging Effectively**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► **Working with Difficult People: Dealing with Micromanagers**

Duration: 60 minutes  
Languages: English  
Target Audience: Employee

### ► **Working with Difficult People: How to Work with Aggressive People**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► **Working with Difficult People: How to Work with Manipulative People**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► **Working with Difficult People: How to Work with Negative People**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► **Working with Difficult People: How to Work with Procrastinators**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► **Working with Difficult People: How to Work with Self-serving People**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► **Working with Difficult People: Identifying Difficult People**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► **Workplace Conflict: Recognizing and Responding to Conflict**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees

### ► **Workplace Conflict: Strategies for Resolving Conflicts**

Duration: 60 minutes  
Languages: English  
Target Audience: Employees







510.263.8333

[www.zappayroll.com](http://www.zappayroll.com)

#### Disclaimer

The information contained in this document is confidential, privileged, and only for the information of the intended recipient and may not be used, published, or redistributed without the prior written consent of Zap Payroll.

